



July 19, 1999

Magalie Roman Salas, Secretary  
Federal Communications Commission  
Portals II  
445 12<sup>th</sup> Street, S.W., Suite TW-A325  
Washington, DC 20054

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JUL 20 1999

Federal Communications Commission  
Office of Secretary

DOCKET FILE COPY ORIGINAL

Re: File No. NSD-L-99-24  
CC Docket No. 92-105

To the Secretary:

The Santa Clara Valley Transportation Authority (VTA) supports the U.S. Department of Transportation's petition to the Federal Communications Commission for assignment of a nationwide three digit (N11) number for traveler information purposes.

In the nine-county, San Francisco Bay Area, the Metropolitan Transportation Commission (MTC) currently provides a traveler information service through a local, seven-digit number. Called TravInfo, this service provides up-to-the-minute traffic conditions; connects to more than two dozen transit systems; and assists in information on bicycles, ride-sharing, and park-and-ride lots. TravInfo began operating in 1996, and has proved to be an invaluable source of information for the traveling public in the Bay Area region. Since its inception, TravInfo has received more than 2 million calls.

However, because of the proliferation of new area codes to meet the increased demand for telephone service, certain sub-regions in the Bay Area now lack direct seven digit access to TravInfo. This situation severely restricts the benefits of this service because travelers in the region must remember multiple traveler information numbers. Our efforts to solve this problem have been unsuccessful.

If the U.S. Department of Transportation's petition is approved, a simple, cost-effective nationwide number will be available to local and state governmental entities to use to provide commuters, tourists and other motorists with instant access to real time, up-to-date traffic information, as well as with other traveler services. Therefore, we urge the Federal Communications Commission to approve this petition.

Sincerely,

  
Jim Lawson, Chair  
Board of Directors  
Santa Clara Valley Transportation Authority

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**Maryland Department of Transportation  
State Highway Administration**

Parris N. Glendening  
Governor

John D. Porcari  
Secretary

Parker F. Williams  
Administrator

July 19, 1999

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**JUL 20 1999**

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*Federal Communications Commission  
Office of Secretary*

Ms. Magalie Roman Salas  
Commission Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Suite TW-A325  
Washington, D.C. 20554

Re: File # NSD-L-99-24, CC docket # 92-105  
United State Department of Transportation's Petition for N11 Allocation

Dear Ms. Salas:

On February 25, 1999, The United States Department of Transportation (US DOT), through the Honorable Rodney E. Slater - the United States Secretary of Transportation, submitted a petition to the FCC requesting the assignment of an abbreviated dialing code (N11) for the purpose of accessing Intelligent Transportation Systems (ITS) services nationwide. The petition was submitted on behalf of the US DOT, and all the state, regional and municipal transportation authorities responsible for providing transportation services and information to the traveling public.

Through this letter, the Maryland State Highway Administration (MSHA), on behalf the office of the State Governor and all the transportation authorities in the state (municipal, regional and state) expresses its concurrence with and support of the US DOT's petition. Providing a nationwide three-digit telephone access code to the transportation authorities will greatly enhance their ability to provide Advanced Traveler Information Services (ATIS) to the traveling public.

The Maryland State Highway Administration's ITS program, widely known as CHART, is a leader in ITS applications. CHART serves travelers throughout the state of Maryland, and a lot of its deployments and services are concentrated in the Washington, D.C. metropolitan region - the second most congested region in the nation. CHART also works closely with all the other ITS programs in the state and the entire Washington, D.C. region (including the Virginia Department of Transportation's ITS Program and the Washington, D.C. Department of Public Works). CHART, along with all the other ITS programs in the region is doing its best to reduce congestion in the region by providing

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My telephone number is \_\_\_\_\_

Maryland Relay Service for Impaired Hearing or Speech  
1-800-735-2258 Statewide Toll Free

Mailing Address: P.O. Box 717 • Baltimore, MD 21203-0717  
Street Address: 707 North Calvert Street • Baltimore, Maryland 21202

Ms. Magalie Raman Salas  
July 19, 1999  
Page Two

traveler information to the traveling public and also by promoting interoperability among all the ITS programs in the region. The requested nationwide three-digit telephone access code will greatly enhance the interoperability of systems among the ITS programs in this highly congested region, as well as facilitate the dissemination of traveler information to both the inter-city and inter-regional travelers in the region.

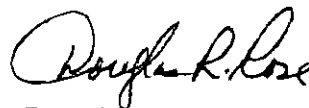
The Maryland State Highway Administration, along with the Maryland State Governor's Office, and all the transportation authorities in the state strongly believe that the implementation of the requested abbreviated dialing code will benefit the traveling public and the state by:

- improving mobility.
- reducing traffic congestion and air pollution.
- improving economic productivity.
- improving traveler safety
- improving the efficiency of existing transportation infrastructure and
- allowing for a faster emergency response from public agencies.

For additional MSHA's comments on the issue, please see the attached letter from our Office of Traffic and safety's director to the Institute of Transportation Engineers.

Thank you for your cooperation and please contact me at (410) 545-0360 or Mr. Michael Zezeski (CHART Program Manager) at (410) 787-5859 if you have any questions or need further assistance with this matter.

Sincerely,



Douglas R. Rose  
Chief Engineer

DRR/eui

Attachments

cc: Mr. John D. Porcari  
Mr. Michael Zezeski  
Mr. Thomas Hicks  
Mr. John M. Contestabile  
Mr. Parker F. Williams



**Maryland Department of Transportation**  
**State Highway Administration**

Parris N. Glendening  
Governor

John D. Porcari  
Secretary

Parker F. Williams  
Administrator

June 9, 1999

Mr. Russell Houston  
Government Relations Associate  
Institute of Transportation Engineers  
Suite 410  
525 School Street, SW  
Washington DC 20024-2797

Dear Mr. Houston:

Subject: National 3-digit traveler information

Thank you for your recent e-mail requesting our comments on the petition to be submitted to the Federal Communications Commission (FCC) by the US Department of Transportation (USDOT) for the adoption of a new, national three-digit telephone number giving drivers nationwide access to traffic and traveler information. We fully support this idea for the following reasons:

**PUBLIC NEED**

The Baltimore-Washington corridor in Maryland is one of the most congested corridors in the nation. Lack of funding, environmental and societal concerns amongst many, make roadway construction a difficult means of dealing with traffic congestion. The emphasis is to look for ways to better manage existing facilities. One such tool is providing real-time traffic information to the public, whether en-route, at home or at the place of employment. This function is one of the key components of our statewide incident management program known as Chesapeake Highway Advisories Routing Traffic or CHART. Currently, we rely on our Traveler Advisories Radios (TAR) and our Variable Message Signs (VMS) to relay traffic information to the traveling public. We also work with private media outlets to pass on information on traffic conditions to the general public. Another example of such a need by the public is the response we obtained when the CHART program went on the internet. For the first year, we have had over one million hits. Currently, we are updating the software to keep a log of all the stakeholders from the state and its surrounding jurisdictions.

410-787-5815

My direct telephone number is \_\_\_\_\_

Toll Free Telephone Number: 1-888-963-0307

Fax: X(410)787-4082, (410)553-6399, (410)582-9469, (410)787-5823, (410)787-2863, (410)787-3798

Maryland Relay Service for Impaired Hearing or Speech: 1-800-735-2258 Statewide Toll Free

**Mailing Address: Office of Traffic & Safety · 7491 Connelley Drive · Hanover, MD 21076-1702**

Mr. Russell Houston

Page Two

## PUBLIC BENEFITS

In Maryland, the focus has been and still is to provide traffic information to the general public, regardless of economic status, place of residence or means of travel. The emphasis is to reach as many motorists as possible by whatever means available. Consideration is given to all mediums of transmission that can accomplish this objective. Clearly, a traveler information system in the form of a three-digit telephone number would be effective in reaching out and communicating traffic information to the motoring public, regardless of location or socio-economic level.

## CLEAR PUBLIC DEMAND

It has been long recognized by all agencies involved in incident management that the public clearly demands to be informed on traffic information services. Most organizations have developed ways to fulfill this requirement. In the Baltimore-Washington corridor, public agencies do not operate a 3-digit telephone number for traffic and traveler information. Most of them do maintain a regular phone line for the general public. SHA has a toll-free number. However, due to systems configuration, the agency does not keep track of the number of calls received on a daily basis. Currently, Partners in Motion which is a public/private partnership providing traffic and traveler information in the Washington DC metro area, has the only three-digit telephone number: #211, for cell phone users. They also have a regular telephone number for the general public to call in for information. They average approximately 67,000 calls per quarter, or a total below 5000 per week.

## EXISTING INFRASTRUCTURE AND RELATIONSHIPS

The Baltimore-Washington corridor is one of the most congested in the nation. There are numerous initiatives and infrastructure in place to address some of the issues associated with congestion. As indicated earlier, SHA has an advanced incident management program known as CHART. The CHART program covers most of the interstate routes and most major arterials. SHA has already in place 34 closed circuit television cameras (CCTV), 35 Variable Message Signs (VMS), 29 Travelers Advisory Radios (TAR), 108 overhead speed sensors, and 47 pavement weather sensors. A statewide communication network comprised of lease lines, fiber optic cable and dedicated T-1 lines form the communication backbone of CHART operations, making it easy to exchange information with other state agencies such as Virginia Department of Transportation, and local jurisdictions such as Montgomery County which has an advanced traffic management

Mr. Russell Houston  
Page Three

center. Even though there are a lot of questions to answer and issues to consider and to address regarding the regional operation of a three-digit telephone number, there is a solid infrastructure in place throughout the area to support such system.

#### LOCAL IMPLEMENTATION

Control over implementation of traffic and traveler information services by state and local agencies, may or may not be an important issue. State and/or local control over implementation of traffic and traveler information services could be important because of the following considerations:

State or local jurisdictions have control over most of the required infrastructure to support such a system.

State or local jurisdictions will be concerned and will have to monitor the type of information being provided.

On the other hand, state and/or local control over implementation of traffic and traveler information services may not be an important issue because the private sector can come in at any moment and offer the service independent of the state or local jurisdictions. Private information providers may even develop and put in place their own infrastructure to gather traffic information on roadway conditions to pass on to the general public for a fee.

#### PUBLIC DOLLARS AT USE

Funding for SHA's CHART program comes mostly from the federal government and from our own state's transportation trust fund.

#### PUBLIC RESPONSE

Based on current practices of providing traffic and traveler information, the telephone numbers have shown to be one of the most popular means used by the general public to obtain information on roadway conditions. This trend is even more apparent when a major incident has resulted in a particular highway being shut down and during inclement weather conditions. It is expected that this practice will continue to grow, as more and more motorists become aware of the availability of such a number.

Mr. Russell Houston  
Page Four

## PUBLIC EDUCATION

Any new and innovative way of providing traffic information to the general public has to be followed by a rigorous campaign of public awareness. In Maryland, public education of our CHART program is a continuous activity. We exploit every opportunity to market the program, explaining the use and benefits that can be drawn from having access to real-time traffic information. We use all possible means of reaching out to the general public such as radio, television, print media, tour of our facility, press releases, public shows, and now the internet. The telephone number and the web page are listed in all public information disseminated by the state.

## RECOGNIZE PUBLIC SERVICE

In the state of Maryland, motorists on interstate highways can use their cell phone and dial #77 to report any traffic incident. The call goes directly to the Maryland State Police. This number has been proven to be recognized as a public service available to any motorist driving with a cell phone. It has become so effective that the same number has been adopted by many states along the I-95 corridor.

## NEW AREA CODES

In Maryland, SHA uses a toll-free number that goes directly to our statewide operations center. Maryland currently has four area codes; and the southern portion of the state is included in the Washington D.C. region, which has travelers and area codes from Washington D.C. and northern Virginia. Also, it must be recognized that Maryland is a small state compared to other states such as California, Texas, Pennsylvania, New York or Florida. Although Maryland has a statewide incident management program, the major area of focus is the corridor comprising Washington D.C. and Baltimore, 2 major metropolitan regions within 30 miles of each other. However during inclement weather, there is always an increase in calls originating from other areas of the state.

## LOCAL UNFAMILIARITY

A portion of Interstate 95, the major north-south travel corridor on the east coast, goes through the state of Maryland. Indeed, there are many drivers, including truck drivers, who are unfamiliar with the region. Currently, our system does not keep records of the breakdown of the calls being received that would indicate the types of travelers requesting information.

Mr. Russell Houston  
Page Five

## TECHNOLOGY NEUTRAL

Again, at this time, we do not have any relevant data that breaks down the sources of the calls that we have received requesting traffic and traveler information. Due to current system configuration, that task cannot be performed at this moment.

## OTHER COMMENTS:

The Federal Communications Commission will be petitioned by the US Department of Transportation to adopt a new, national three-digit telephone number giving drivers access to traffic and traveler information. Will there be requirements on who will be eligible to petition. Would it be state or local agencies, or would it be any private company?

In the case of the private sector, would they be able to accept advertisements in order to be able to maintain the service? If that is the case, state or local jurisdictions would not have to compete for the 3-digit telephone number.

Once that number become available, would state or local government be able to afford the maintenance of the service if they were to operate it?

Many regional issues will have to be addressed because traffic and traveler information varies from area to area.

## SUMMARY


Maryland Department of Transportation is strongly in favor of assigning a three-digit, similar to 911, telephone number that gives travelers nationwide access to traffic and traveler information. There is no doubt that this new tool will enhance the dissemination of traffic information and will contribute in our efforts at mitigating congestion. Travelers in and through Maryland will greatly benefit from having one simple telephone number to remember to access valuable travel information.



Mr. Russell Houston  
Page Six

Thank you again for the opportunity to comment on the request and hope that our experiences in Maryland will help US DOT in making it clear to the FCC the importance and benefits of having such a number. If you have any further questions or comments, please contact me, or Mr. Jean Yves Point-du-Jour of my staff, at 410-787-5866.

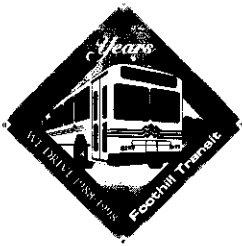
Sincerely,



Thomas Hicks, Director  
Office of Traffic & Safety

TH/jyp

cc: Mr. Jean Yves Point-du-Jour



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**Foothill Transit**

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July 13, 1999

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La Puente  
La Verne  
Los Angeles County  
Monrovia  
Pomona  
San Dimas  
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Walnut  
West Covina

Ms. Magalie Roman Salas  
Secretary  
Federal Communications Commission  
Portals II, 445 12<sup>th</sup> Street, S.W.  
Suite TW-A 325  
Washington, DC 20554

**Re: File No. NSD-L-99-24 and CC Docket No. 92-105**

Dear Ms. Salas:

I write to strongly endorse the U.S. Department of Transportation's (DOT) petition for a three-digit, (N11) national telephone number for traffic and traveler information services. The establishment of a nationally recognized communications tool linking the general public with vital traveler information represents a giant step towards fulfilling Foothill Transit's efficiency goals in the 21<sup>st</sup> Century.

Foothill Transit is one of over three hundred transit agencies currently operating traveler information systems using the telephone as the primary communications channel. Our network offers a wealth of information regarding our routes, fare pricing, and bus schedules. However, use of this system could be enhanced further through the availability of a uniform, easy to remember phone number. Many potential riders are simply not aware of the availability of our existing services. Furthermore, many other travelers, especially visitors to our area, have difficulty remembering the numerous travel information telephone numbers available from one jurisdiction to another. This situation can be frustrating considering the amount of funds we have allocated to establish and maintain this service.

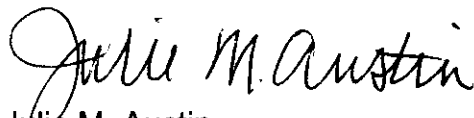
One of the most important issues facing all of us in the transportation arena is safety. Of course, the congestion problems facing most metropolitan areas today represent a major obstacle in allowing us to meet our high safety goals. We recognize that we must rely on available technology to inform our community's residents and visitors about when and how to travel. Of course, we believe that if people

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knew that they could have instant access to mode-specific information, more of them may realize that transit is their best option, thereby enhancing the safety and efficiency of all modes of surface transportation.

While we recognize that N11 codes are a scarce resource, traveler information is one of only a few applications that would be of service to practically all of our citizens. Virtually the entire population uses the transportation system every day and can use this service to make their travel safer, and more energy efficient, thereby improving their quality of life. Therefore, Foothill Transit supports the idea of a national three-digit number as part of a fully integrated traveler information system, including public transportation.

Yours truly,

A handwritten signature in black ink, reading "Julie M. Austin". The signature is written in a cursive, flowing style with a large initial "J".

Julie M. Austin  
Executive Director



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Florida Trucking Association, Inc.

**Dr. Charles E. Wallace**  
Executive Director  
University of Florida

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July 16, 1999

The Honorable Magalie Roman Salas  
Commission Secretary  
Federal Communications Commission  
Portals II  
455 12<sup>th</sup> Street, SW, Suite TW-A325  
Washington DC 20554

Re: File No. NSD-L-99-24, Docket No. 92-105

Dear Secretary Salas:

Enclosed please find a comment on the subject petition from the Intelligent Transportation Society of Florida. *ITS Florida* enthusiastically supports the petition by the U.S. Department of Transportation for assignment of an abbreviated dialing code (referred to as "N11") to access transportation information and services.

This action, if approved by the FCC, will offer travelers throughout the nation, and potentially most of North America, a consistent, easily recalled means to quickly access transportation information for trip planning and management, as well as the potential for a "safety net" to obtain vital information and services when their travel is threatened by confusion or misfortune.

We encourage the Commission to approve this vital resource for our country.

If we, or any of our members, can be of service or assistance to you, please do not hesitate to call on us.

Sincerely yours,

Charles E. Wallace, Ph.D.  
Executive Director

cc: Mr. Al McCloud, FCC (2 copies)  
Ms. Helene S. Nankin, FCC  
Mr. Benigno E. Bartolome, Jr., SS&D  
Dr. Christine Johnson, U.S.DOT  
Mr. John Collins, ITSA  
ITS Florida BoD

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**ITS Florida**

512 Weil Hall  
P.O. Box 11658  
Gainesville, FL 32611-6558

Phone 352.392.7577  
Fax 352.392.3222  
E-mail its-fl@ce.ufl.edu

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July 19, 1999

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Ms. Magalie Roman Salas  
Secretary, Federal Communications Commission  
Portals II  
445 12th Street, S.W., Suite TW-A325  
Washington, DC 20554

Reference: File No. NSD-L-99-24 and CC Docket No. 92-105

Dear Ms. Salas:

The Intelligent Transportation Society of Massachusetts (ITS Massachusetts) is pleased to express its support for the petition filed by the U.S. Department of Transportation for a three-digit national telephone number for traffic and traveler information services.

ITS Massachusetts is an organization that fosters and promotes the development and use of advanced technology to solve transportation problems. Our membership is composed of private businesses, public agencies that own and operate transportation facilities, and academic institutions.

ITS Massachusetts believes that designation of a three-digit telephone number for traffic and traveler information services would have a major benefit. The simple, easily-remembered telephone number would promote both the reporting of traffic problems to transportation agencies and the dissemination of traveler information to the public. Improved information flow to the public will help to alleviate traffic congestion and incident-related problems on the roadway system.

We strongly support the designation of a three-digit telephone number for traffic and traveler information services.

Very truly yours,

Joseph G. Beggan  
President, ITS Massachusetts

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# UNIVERSITY OF FLORIDA

College of Engineering  
Transportation Research Center

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512 Weil Hall  
PO Box 116585  
Gainesville, FL 32611-6585  
Tel: (352) 392-7575  
Suncom: 622-7575  
Fax: (352) 392-3224  
E-mail: [ufttc@ce.ufl.edu](mailto:ufttc@ce.ufl.edu)

July 15, 1999

DOCKET FILE COPY ORIGINAL

The Honorable Magalie Roman Salas  
Commission Secretary  
Federal Communications Commission  
Portals II  
455 12<sup>th</sup> Street, SW, Suite TW-A325  
Washington DC 20554

Re: File No. NSD-L-99-24, Docket No. 92-105

Dear Secretary Salas:

I am pleased to offer a comment on the subject petition on behalf of the University of Florida, as represented by its Transportation Research Center. The TRC enthusiastically supports the petition by the U.S. Department of Transportation for assignment of an abbreviated dialing code (referred to as "N11") to access transportation information and services in the United States.

We fully endorse the comments of ITS America, *ITS Florida* and many others who are better qualified to offer quantitative support for the petition. We say simply that the degree of individual and collective comfort, security and peace of mind that this single action will bring makes the approval of N11 a national necessity. On the technical side, N11 will make travel more time, cost, energy and environmentally efficient, thus preserving numerous resources.

This action, if approved by the Commission, will offer travelers throughout the nation, and possibly more of North America, a consistent, easily recalled means to quickly access transportation information for trip planning and management. N11 will likewise enable travelers having difficulties to access vital information and services to ease their minds and enhance their well being.

We need only equate the plight of people experiencing medical emergencies and their ability to obtain life-saving help by dialing 911, with that of travelers stranded in strange or unfriendly situations using N11 obtain guidance enabling them to extricate themselves from the threatening situations.

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The Honorable Magalie Roman Salas

July 15, 1999

Page 2

We encourage the Commission to approve this vital resource for our country.

If I can be of service or assistance to you, please do not hesitate to call on me.

Sincerely yours,

A handwritten signature in black ink, appearing to read "C. Wallace".

Charles E. Wallace, Ph.D.  
Director

CEW/reb

cc: Mr. Al McCloud, FCC (2 copies)  
Ms. Helene S. Nankin, FCC  
Mr. Benigno E. Bartolome, Jr., SS&D  
Dr. Christine Johnson, U.S.DOT  
Mr. John Collins, ITSA

ITS/N11/TRCN11 Cmt July 15 99

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Before the  
FEDERAL COMMUNICATIONS COMMISSION  
Washington, D.C. 20554

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In the Matter of	)	
	)	
Petition by the United States Department	)	CC Docket No. 92-105
of Transportation for Assignment of an	)	NSD-L-99-24
Abbreviated Dialing Code (N11) to Access	)	
Intelligent Transportation System (ITS)	)	
Services Nationwide	)	

To: The Commission

**COMMENTS OF  
THE INTELLIGENT TRANSPORTATION SOCIETY OF FLORIDA**

PO Box 116585  
Gainesville, Florida 32611-6585  
Tel: 352.392.7575 x 228  
Fax: 352.392.3224  
E-mail: its-fl@ce.ufl.edu

July 15, 1999

**I. INTRODUCTION**

The Intelligent Transportation Society of Florida (*ITS Florida*) is pleased to offer these comments in support of the above petition by the U.S. Department of Transportation (U.S.DOT) for assignment of an abbreviated dialing code (referred to as "N11") to access Intelligent Transportation System (ITS) services nationwide. *ITS Florida* is a charter-affiliated chapter of ITS America, and supports the parent organization's position regarding this petition. Indeed, *ITS Florida* was the first formally established state-level ITS organization, having been formed on November 10, 1992.

Florida has long been a leader in transportation and communications innovation. While our extraordinarily diverse geographic, economic and ecological conditions offer tremendous "routine" challenges to our state's residents, the need for current, accurate and meaningful travel information and travel services is exacerbated by the large number of visitors to our state.

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We appreciate the Commission's consideration of this landmark decision. This action, when approved, will bring to one our nation's most important daily endeavors—transporting ourselves to work, shop, recreation, cultural health or spiritual services, and all the other reasons we need to travel—with the same vital regimen of information service as the Emergency-911 paradigm. N11 will be, of course, different in scope and scale than E-911, but no less important. The degree of comfort that a traveler lost in an unknown area, being able to call N11 to receive (potentially life-saving) help, is no less important than the caller reporting a seizure or other medical emergency. Indeed, N11 will ultimately offer as many, if not more, people greater access to important information and services even than the popular 411.

Our rationale for supporting this petition follows.

*ITS Florida's* role in the state is to foster the application of ITS solutions in Florida by sharing ideas and timely information with our membership, stimulating public-private partnerships, advocating ITS deployment, offering guidance to policy makers, and encouraging interest and support of ITS throughout the state. *ITS Florida* serves as a forum to facilitate communication and coordination among its members; ITS America; and other governmental, academic and private institutions and associations. *ITS Florida* was established to serve as the state's clearinghouse for information on all ITS-related activities and assume a leadership role for ITS technology transfer.

*ITS Florida* is a true public-private partnership of organizations representing the public sector, represented by all levels of government from federal to local, which develop, manage and operate the transportation infrastructure; the private sector, which produces and transports the products and services that the public requires; academia, which provides both long-term education and research; and associations that channel the collective expertise to provide the best transportation service to the traveling public and commercial providers.

## **II. ASSIGNMENT OF N11 FOR TRAVELER INFORMATION WILL SERVE A CRITICAL PUBLIC NEED**

America has too long taken travel, and its associated difficulties, for granted. The use of advanced technologies—both in the core transportation industry itself, as well as in the communications industry—offers extraordinary new opportunities to provide travelers with both superior quality, and more timely, information to facilitate better decision making, as well as their seeking assistance when threatened by any of the myriad of challenges to travel. As articulated by ITS America (our parent international organization), the benefits of the N11 access number will be as follows:

- reduce vehicular congestion and pollution, lower fuel consumption, provide superior traffic management, and enhance safety;

- improve traffic conditions and highway—and more importantly, personal—safety;
- improve environmental (i.e., air quality) conditions; and
- facilitate commerce.

In short, N11 is needed because streets and highways are becoming more congested in metropolitan areas and rural areas alike, which will require more immediate travel services and to ensure safe travel.

### **III. N11 CAN BEST SATISFY THE PUBLIC NEED FOR TRAVELLER AND TRAFFIC INFORMATION**

Currently, transportation problems—primarily congestion—rank among the top five issues of concern to Americans. By furnishing the three-digit N11 number, all Americans will have a simple (to remember) but powerful tool for optimizing their travel. More importantly, they will have a “safety net” to assist them in challenging situations.

### **IV. CONCLUSION**

*ITS Florida*, its member organizations and, we sincerely believe, its customer base, fully indorse the approval of a unique three-digit number for traveler information. In each and every person’s life, we depend upon several services that are sufficiently public in nature to demand such a consideration: 1) immediate personal safety is satisfied by 911; 2) moving among our daily “places” can be safer, surer and more economical if travel information is readily available via N11, and connectivity to other people and services is similarly covered by 411.

We strongly urge the Commission to approve the petition by the U.S. Department of Transportation to set aside a reserved three-digit number for transportation emergency and information services.

### **V. CONTACT**

For further information regarding this comment, please contact Dr. Charles E. Wallace, Executive Director, *ITS Florida* at the address on Page 1.